



## Baltimore City Department of Human Resources

Elliott L. Wheelan, Director of Human Resources

Martin O' Malley, Mayor

**EXAMINATION FOR:**

**911 OPERATOR**

**SALARY:**

\$26,178 – \$31,249

**GRADE:**

83

**CLOSING DATE:**

March 26, 2004 is the last day to file an application.

**POSITION:** A 911 Operator operates emergency telephone equipment and answers police emergency (911) telephone calls for assistance from the general public. Employees work a rotating shift including weekends and legal holidays.

The eligible list may be used to hire persons as vacancies arise.

**MINIMUM QUALIFICATIONS:** On or before the date of filing the application, each candidate must:

Have graduated from an accredited high school or possess a GED certificate;

AND

Have one year of experience in public contact work;

OR

Have an equivalent combination of relevant education and experience in public contact work.

**SELECTION PROCESS:** The examination will consist of a multiple choice test. Candidates are required to make a converted score of not less than 70 on a scale of 100. The training and experience of each candidate will be evaluated for appropriateness and quantity. It is essential, therefore, that you give complete and accurate information on your application. Vagueness or omission may prevent you from being considered for this position. Qualified candidates will be graded, with appointment made from all candidates within the top five scores.

**SCOPE OF THE MULTIPLE CHOICE TEST:** The multiple choice examination is designed to evaluate each candidate's knowledge, skills and abilities in areas such as:

- Dealing with the public effectively in emergency situations;
- Exercising tact, diplomacy and sound judgment in emergency situations;
- Effective communications including vocabulary and spelling;
- Recording data accurately;
- Working with others.

**DATE OF MULTIPLE CHOICE EXAMINATION:** The multiple choice examination is scheduled for Saturday, May 1, 2004.

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KMT/mk POSTED: 03/15/04

Apply to: Baltimore City Department of Human Resources · 201 East Baltimore Street · Suite 100 · Baltimore, Maryland 21202 · (410) 396-3860

For additional job opportunities information, call (410) 545-3875

For the Hearing impaired: TTY 396-4930

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[www.baltimorecity.gov](http://www.baltimorecity.gov)

(see reverse side)

**APPLICATIONS:** Applications may be obtained by mail or in person from the Baltimore City Department of Human Resources, 201 East Baltimore Street, Suite 100, Baltimore, Maryland 21202.

**PHYSICAL EXAMINATION:** Eligible candidates must pass a job-related physical examination administered by the City.

**TESTING FOR DRUGS:** Effective October 1, 1994, the City's pre-employment physical examination for all applicants will include substance abuse testing. Substance abuse testing shall also be required prior to promotion to a sensitive job classification.

**ELIGIBILITY:** Qualified candidates will be considered for vacancies as they arise, for a period of at least one year. The decision of the Director of Human Resources with respect to acceptable minimum qualifications is final.

**SERVICE FEE:** City employees who are represented by a union will be required to become union members or to pay a service fee as a condition of continuing employment after completion of a probationary period.

**PROBATION:** All persons, including current City employees, selected from an eligible list resulting from this examination will be on probation for six months.

**VETERANS' PREFERENCE:** Honorably discharged U.S. Armed Forces veterans (with 90 consecutive days active duty not including Reservists or National Guardsmen) having been Maryland State residents for at least 1 year prior to application who pass all parts of the examination are entitled to veterans' preference. **Veterans discharged within the previous 10 years must submit a DD214 at the time of application.** Late submissions will not be accepted.

**RESIDENTS' PREFERENCE:** Baltimore City residents submitting applications on or before the closing date who pass all parts of the examination are entitled to residents' preference. **At the time of application, a legible photocopy of a valid Maryland Driver's License or Maryland Identification Card issued by the MVA with a street address within the Baltimore City limits must be submitted.** Late submissions will not be accepted.

CANDIDATES INDICATING THE MINIMUM QUALIFICATIONS ON THEIR APPLICATIONS WILL BE NOTIFIED WHEN AND WHERE TO APPEAR FOR THE EXAMINATION. YOU WILL NOT BE ALLOWED TO SIT FOR THE EXAMINATION UNLESS YOU PRESENT YOUR MARYLAND DRIVER'S LICENSE OR MOTOR VEHICLE ADMINISTRATION ID OR EMPLOYEE PHOTO ID CARD TO THE TEST MONITOR PRIOR TO THE TEST ADMINISTRATION.

**NOTE:** Candidates for positions in this class will be fingerprinted and must undergo Federal, State and Local fingerprint checks and a background investigation.

**NOTE:** Candidates must pass physical, psychological and drug tests.

**NOTE:** Competency in keyboard accuracy and speed may be examined at time of interview.



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